

Bulletin Number	6461BR
Type of Recruitment	Interdepartmental Promotional Opportunity
Department	Human Resources Countywide Exams
Position Title	ADMINISTRATIVE SERVICES MANAGER III
Exam Number	R1004P
Filing Type	Standard
Filing Start Date	09/05/2012
Filing End Date	09/26/2012
Filing End Time	5:00 pm PST
Salary Type	Monthly
Salary Minimum	7438.55
Salary Maximum	9755.36
Special Salary Information	\$7438.55-\$9755.36
Benefits Information	Non-Represented Employees • Cafeteria Benefit Plan • Defined Contribution Retirement Plan • Deferred Compensation & Thrift Plan • 11 Paid Holidays • Generous Vacation and Sick Leave Benefits • Flexible Work Schedules
Position/Program Information	DEFINITION:  Directs a section composed of multiple units responsible for providing administrative services which directly impact the management of major departmental programs and administrative operations.  Please follow the link below to go to the Administrative Services Manager III class specification, which includes the Classification Standards:  <a href="http://dhrdcap.co.la.ca.us/classspec/index.cfm?fuseaction=preview_detail&amp;cs_id=299">http://dhrdcap.co.la.ca.us/classspec/index.cfm?fuseaction=preview_detail&amp;cs_id=299</a>

## Essential Job Functions

Plans, organizes, controls, integrates and evaluates the work of the assigned section; with supervisors and staff, develops, implements and monitors work plans to achieve goals and objectives; and contributes to development of the division budget.

Manages, supervises and oversees the development, implementation and evaluation of plans, programs, policies, work processes, systems and procedures to achieve annual goals, objectives and standards; identifies and works with supervisors and staff to research and act on opportunities to improve or maximize section performance efficiency and effectiveness; and develops performance metrics and evaluates section performance.

Prepares and/or directs the preparation of, and reviews, a variety of documents such as Board letters and memos, as well as reports and business correspondence to executive management and the Chief Executive Office or other centralized department, or external regulatory agencies, often of a highly sensitive nature requiring the exercise of organizational acumen; and uses appropriate software programs (e.g., word processing, desktop publishing, presentation, database and spreadsheet) to create materials in a variety of formats and approaches in order to effectively communicate information to various audiences (e.g., executive management, departmental personnel, members of the public, governing boards, the Chief Information Office, and County Counsel).

Directs and oversees highly complex and sensitive research assignments requiring a substantial depth of analysis using qualitative and/or quantitative analytical methods; defines study parameters and objectives, and develops statistical and information-gathering processes to ensure the quality, integrity, validity and relevance of data obtained for analysis and decision making purposes.

Interacts with individuals from a variety of organizations (e.g., Board deputies, management from centralized County agencies, members from municipalities, State and federal legislative bodies, and other external agencies) to represent the department on highly sensitive, contentious and confidential issues; makes presentations, provides advice and/or consultation services, resolves conflicts, mediates disputes, and negotiates agreements; and coordinates activities with County central agency and departmental staff, contractors, consultants, outside agencies, etc., to ensure that programs are successfully implemented.

Oversees auditing activities and the ongoing evaluation of processes and programs to ensure effectiveness, efficiencies and compliance, as well as to ensure that processes are capable and

stable, and programs are proceeding as planned; and addresses emerging issues and concerns in order to develop timely, proactive responses.

Performs various administrative duties (e.g., creating and maintaining files; formatting standard documents; receiving, processing, and routing documents) by appropriately applying Federal and State laws, County and local ordinances, and departmental policies and procedures in order to ensure all work done complies with established guidelines and the requirements of professional standards.

Actively participates in the development of options, programs, services and positions that meet objectives and best balance the interests of various stakeholders; and provides the highest level of technical review on the development of programs and/or policies designed to address problems or improve operations, through strategic advocacy. Manages section staff by establishing performance requirements and personal development targets; regularly evaluates performance and provides training, coaching and mentoring for performance improvement; recommends performance recognition when warranted; interviews and selects new staff (subject to concurrence of higher level management); and initiates and recommends disciplinary action in accordance with Civil Service Rules and County policies.

## Requirements

### MINIMUM REQUIREMENTS:

2 years of bona-fide supervisory experience\* over a unit of analysts performing assignments within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely-related administrative field AND 2 additional years of journey-level analyst \*\* or higher level experience within one or more of these fields.

OR

2 years of any bona-fide supervisory experience \* AND 4 years of journey-level analyst\*\* or higher-level experience within one or more of the following administrative fields: human resources, budget, finance, contracts or other closely-related administrative field.

\* Bona-fide supervisory experience includes responsibility for planning, assigning and reviewing the work of staff, evaluating employee performance, participating in interviewing and selecting new staff, and performance management.

\*\* Journey-level analyst work involves the independent performance of work assignments which require the use of sound professional judgment, initiative and creativity in identifying and selecting research and analytical methods and techniques to address and resolve complex, controversial, and/or sensitive problems related to administrative functions such as human

resources, budget, finance, contracts and other closely related, sensitive and confidential administrative functional areas.

Please refer to Los Angeles County's Administrative Services Manager I class specification (Item #1002) for a fuller description of journey level analytical work:

[http://dhrdcap.co.la.ca.us/classspec/index.cfm?fuseaction=search\\_detail&cs\\_id=297](http://dhrdcap.co.la.ca.us/classspec/index.cfm?fuseaction=search_detail&cs_id=297)

PLEASE NOTE:

Probationary Period: The probationary period for this class, as authorized per Civil Service Rule 12.02, will be 12 months. Newly appointed employees to this class who have not completed the formal supervisory training course offered by the County's Department of Human Resources will be automatically enrolled into the earliest available course, which must be completed prior to completing their probationary period.

Physical Class

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

License(s) Required

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

Special Requirement Information

Verification of Experience:  
Experience gained in a position performing similar kinds of work which provides the knowledge, skills, and abilities required for the higher level position will be accepted. Experience claimed will be verified and evaluated to determine if the type, level or length of experience is qualifying. Applicants must supply sufficient information for this evaluation to be made. Applicants claiming such experience in County service must present, at time of filing, written proof of this experience in a Verification of Experience Letter approved by their Departmental Human Resources Manager or authorized representative. Credit will only be given for out-of-class experience to meet the minimum requirements only.

Withhold Information:

Permanent employees who have completed their initial probationary period and hold a qualifying payroll title may file for this examination if they are within six months of meeting the experience requirements by the last day of filing.

## Examination Content

This examination will consist of a written test weighted 100% that contains both computerized and paper-and-pencil components covering Innovation and Creativity, External Awareness, Flexibility/Adaptability, Resilience, Strategic Thinking, Vision, Conflict Management, Developing Others, Promoting a Diverse Workforce, Teambuilding/Collaboration, Promoting an Accountable Workforce, Customer Service, Decisiveness, Integrity/Honesty, Planning and Evaluation, Fiscal Responsibility, Workforce Development, Operational Improvement, Influencing/Negotiating, Networking, Political Acumen, Active Listening, Reasoning/Critical Thinking, and Written Communication.

Candidates must achieve a passing score of 70% or higher on the examination in order to be placed on the eligible list.

NOTE: Applicants that have taken the identical written tests for other exams (e.g., Assistant Accounting Systems Analyst, Exam Number S2646A; Management Assistant/Administrative Intern, Exam Number R0895M; Management Analyst (Contracts) Exam Number 147; Information Technology Manager I, Exam Number 168; Information Technology Supervisor, Exam Number I2598B; and Deputy Compliance Officer, Exam Number 162) within the last (12) months, will have their written test responses for the identical test part(s) automatically transferred to this examination.

This examination contains test parts that may be used in the future for new examinations. Upon acceptance of your application, your scores may be transferred to the new examination and you may not be allowed to re-take any identical test parts for at least a year.

Invitation letters for testing will be sent via email. Applicants who do not pass the written test will be notified by US mail. Scores cannot be given over the telephone.

**WRITTEN TESTS ARE NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19.**

## Special Information

Candidates can access a brief fact sheet explaining the new hiring procedure for ASM III at [http://file.lacounty.gov/dhr/ehr/cms1\\_183035.doc](http://file.lacounty.gov/dhr/ehr/cms1_183035.doc)

Study guides and other test preparation resources are available to help candidates prepare for employment tests. An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources website at <http://hr.lacounty.gov/>. Please click on Job Info Center, then click on Employment Test Preparation.

You can also access test preparation for the computerized version of the test by going to <http://service.shl.com/shl-on-demand-candidates/index.php?action=showEntry&data=1444>. While the guides will help in preparing for the test, we advise you to review ALL related materials that you deem necessary.

Vacancy Information	The Eligible List resulting from this examination will be used to fill managerial vacancies in various County of Los Angeles departments as they occur.
Eligibility Information	<p>The names of successful candidates will be placed on the Eligible List for a period of six (6) months. As a result of a validation study conducted in accordance with Civil Service Rule 11.01 (D), successful candidates shall be assembled into separate groups as follows:</p> <p>Group 1 89%--100% Group 2 77%--88% Group 3 70%--76%</p> <p>SELECTIVE CERTIFICATION in accordance with TITLE 5 - PERSONNEL, APPENDIX 1 (Civil Service Rule 11.03) of the Los Angeles County Code, selective certification may be used for some positions that require special skills and/or training. The following list is an example of functional areas that require Selective Certification:</p> <ol style="list-style-type: none"><li>1. HUMAN RESOURCES</li><li>2. BUDGET/FINANCE</li><li>3. CONTRACTS</li><li>4. GENERAL ADMINISTRATION</li></ol> <p>Specific knowledge of the specialized functional areas may be the subject of the departmental hiring interview.</p>
Available Shift	Any
Job Opportunity Information	Restricted to permanent employees of the County of Los Angeles who have successfully completed their initial probationary period and meet the qualifying requirements. Applicants must indicate their department name and number on the employment application.
Application and Filing Information	<p>INSTRUCTIONS FOR FILING ONLINE: Applicants must submit their applications by 5:00 p.m., PST, on Wednesday, September 26, 2012.</p> <p>Applicants are required to submit a standard Los Angeles County Employment Application <u>online</u> only to be considered for this examination. Paper applications and/or resumes cannot be accepted in lieu of online applications. Although resumes may be uploaded as attachments to online applications.</p>

Applications will not be accepted by mail, fax, or in person.

The acceptance of your application depends on whether you clearly show that you meet the Minimum Requirements. Please fill out the application completely and correctly so that you will receive full credit for related experience. For each job held give the name and address of your employer, your job title, beginning and ending dates, the number of hours worked per week, description of work performed, your role, level of involvement, independence, size of organization, complexity, and level of accountability surrounding your experience, and salary earned.

APPLY ONLINE BY CLICKING ON THE LINK ABOVE OR BELOW THIS BULLETIN THAT READS, "APPLY TO JOB" STARTING WEDNESDAY, SEPTEMBER 5TH, 2012 THROUGH WEDNESDAY, SEPTEMBER 26TH, 2012 5:00 P.M., PST SO YOU CAN TRACK THE STATUS OF YOUR APPLICATION AND GET NOTIFIED OF YOUR PROGRESS BY EMAIL.

All information supplied by applicants is subject to verification. Applications may be rejected at any stage during the selection process.

COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES: For candidates who may not have regular access to a computer or the Internet, applications can be completed on computers at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORD: All applicants must file their application online

using their OWN user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

SOCIAL SECURITY NUMBER: All applicants MUST enter a valid social security number at the time of filing. Entering anything other than a valid social security (i.e. 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

County of Los Angeles  
Information

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

[GENERAL EXAMINATION INFORMATION](#)

OR

Visit <http://dhr.lacounty.info> to view the above information. Click on Career Opportunities' Tab, and then click on General Examination Information Tab.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations. Please contact the ADA Coordinator at the number below if you wish to request a reasonable accommodation.

Department Contact  
Name

Jeremiah McFarland



Department Contact Phone	(213)738-2084
Department Contact Email	jmcfarland@hr.lacounty.gov
ADA Coordinator Phone	(213)738-2057
Teletype Phone	(800)899-4099
California Relay Services Phone	(800)735-2922
Alternate TTY Phone	(800)897-0077
Job Field	Administration
Job Type	Administrative Support